APPENDIX A

Michigan Primary Care Consortium

APPEXDIX A – Vendor Evaluation

Comprehension Vendor
Demo Evaluation

Date:	Company:		Reviewed by:
	Demo'd		Comments
	Yes	No	
A. Appointments			
1. Different ways to look up patient			
2. View multiple doc schedule			
3. View last physical and Td			
4. Search open time slot / dr / day			
5. Block longer appointment time			
6. Schedule room or equipment			
7. Notify med records for chart			
8. New patient			
9. Next appointment and reschedule			
10. Walk-ins			
11. Balance due alert			
12. Recurring appointment			
13.			
14.			
15.			
B. Registration			
1. Look up patient in multiple ways			
2. Register new patient			
3. Register est. patient – change info			
a. Updates flow to EHR real time?			
4. Link insurance to encounter			
5. Family billing – multiple insurances			
6. Alert balance due			
7. Alert medical staff patient is here			
8. Track patient location and time			

Date:	Company:		Reviewed by:
	Demo'd		Comments
	Yes	No	
9. Link family members by account			
10. Minors with different addresses			
11. Set up new insurance company			
12.			
13.			
14.			
C. Patient Care - Nurse			
1. View schedule and notify patient is here			
2. Record vitals			
3. Enter complaint and history			
4. Alert provider patient has questions			
5. Change a demographic			
6. Previous health and shot alert			
7. Handout and immunization consent			
8. Alert provider patient is ready			
9.			
10.			
11.			
D. Patient Care - Provider			
1. Customize chart view by provider			
2. Review recent notes and medications			
3. Move around in chart			
4. Find last labs, pap and mammogram			
5. Graph HgA1c over time			
6. How lab data is entered			
7. Compare EKGs			
8. Recent H&P, d/c summary, x-rays			
9. General search for information			
10. Show data entry via:			
a. Free text			
b. Pop-up menu			
c. Template			
d. Smart text			
e. Cut and paste			
f. Bring last note forward			
g. Pick dx for med from a list			
h. Track missing notes			

Date:	Company:		Reviewed by:
	Demo'd		Comments
	Yes	No	
11. E-order labs and x-rays			
a. Alert staff of orders			
b. Test done and ready to review			
c. Results flagged as abnormal / critical			
d. Critical labs to on-call provider			
e. Send results to MD / Pt / Refer			
f. Normal letter request			
g. Sign off on lab results			
h. Documentation of above			
12. Admit patient to hospital			
a. Generate H&P for hospital			
b. Orders for hospital			
13. Patient education handouts			
14. Template letter generation			
15. Reminders for patient visit or tests			
16. Show patient care guidelines			
17.			
18.			
19.			
E. Patient Care - Provider and Nurse			
1. Prescription refills			
a. Provider refill process			
b. Interaction			
c. Active problem interactions			
d. Medication formulary checking			
2. Prescription refills			
a. Document call			
b. Show if / how to route provider			
c. Last deop and tentus shot			
d. Provide immunization list to patient			
3. Referrals			
a. Entering referrals			
b. Authorization			
c. Documentation			
d. Report of referrals			
4. X-ray			
a. Link to hospital PACS			

Date:	Company:		Reviewed by:
	Demo'd		Comments
	Yes	No	
b. Interface with current X-ray			
5. Labs			
a. Interface to hospital lab system			
b. Interface to clinic machines			
c. Order and result to on-call provider			
6.			
7.			
8.			
F. Posting Charges & Payments			
1. Assign charges per encounter			
a. E&M bullets			
b. Pull lab charges			
c. Add collection / handling fee			
d. Diagnosis linked to CPT code			
2. Apply correct insurance to visit			
3. Encounter on HCFS and EOB			
4. Batch posting charges-visit			
5. Batch posting			
a. Post by claim number			
b. Allowed amount by insurer			
c. Check if not balanced			
6. Posting in real time			
7. Charge for office and hospital			
8.			
9.			
10.			
G. Accounts & Collections			
1. View patient account for multiple charges			
a. View pending and paid charges			
2. Work old account			
a. Tickler file			
b. Aged report by date of xx-xx-xxxx			
3. Split account			
4. Take payment before charge is posted			
5. Amount in patient balance / insurance pending			
6. Print charges for date of service for patient			
7. Split global OB charges			

Date:	Company:		Reviewed by:
	Demo'd		Comments
	Yes	No	
8. Flag active vs. inactive			
9. Example of aged insurance list			
10. Generate collection letters			
11. Follow-up collection letters			
12. Statistics for outside Medicare Lab			
13. Workman's compensation billing			
14. Billing different than payor			
15. Statistics for outside Medicare Lab			
16. Split billing to two accounts			
17.			
18.			
19.			
H. Reports			
1. Pull patient for medication recall			
2. Create customized reports			
3. Download a report to Excel			
4. Examples			
a. ID patient based on XXX			
b. Create list based on XXX			
c. Number of appointments / MD / day			
d. Gross prod. by adj / ins / pers			
e. CPT by month / yrd / dr / location			
f. Pt. type by CPT, total, ins, dx			
g. Pull by provider not posting dt			
h. RVU by provider			
i. Insurance co recap by month / year-to-date			
j. Receipts / adj			
k. Specific CPT			
l. Track ins. contracts -allowed			
m. Active vs. inactive patients			
n. Patient by employer			
o. Print end of day / month / year			
5.			
6.			
7.			
I. Administrative Questions			
1. Set up CPT codes			

Date:	Company:		Reviewed by:
	Demo'd		Comments
	Yes	No	
2. Set up providers #'s for different ins. co.			
3. Set up RVUs			
4. Show "block all providers from 7 - 9"			
5. Set up two provider schedules			
6. Set up			
a. Account type			
b. Transaction			
c. Patient types			
d. Insurance companies			
7. Submit electronic claims			
8. Electronic billing			
9.			
10.			
11.			
J. Security & Technology			
1. Report on daily activities			
2. Remote access to patient records			
3. Pocket PC / Palm reference			
4. Acess user's manual help			
5. Show web sites access			
6. Securely exchange e-information			
7. Upgrade process			
8. Data backup process			
9. Chart conversion process			
10.			
11.			
12.			
K. Contracting			
1. Software escrow			
a. Element included			
b. Release event			
c. Cost			
2. Data base scheme			
3. License			
a. Concurrent vs. named			
b. Perpetual vs. named			
4. Third party interfaces / data			

Date:	Company:		Reviewed by:
	Demo'd		Demo'd
	Yes	No	
a. Maintained by vendor			
b. Additional costs			
c. Restrictions on licenses			
d. Supporting by vendor			
5. Warranties			
a. Vendor by litigation			
b. System meets specifications			
c. RFP responses honored			
d. Services per agreement			
e. Install per implementation sched			
6. Payment linked to milestones			
7. Support			
a. SLA available			
b. Hour and types of support			
c. Named live contact			
d. Hours of live contact			
e. Severity level classification			
f. Escalation process			
g. Onsite support available			
h. Response time goals			
i. Support for previous version			
j. Number of versions supported			
8.			
9.			
10.			
L. Additional Demonstration Questions			
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
M. General Questions			
1. Why should we select your company?			

Date:	Company:		Reviewed by:
	Demo'd		Comments
	Yes	No	
2. How are you superior to other EHR companies?			
3. Discuss how you listen and adapt to our needs?			
4. Shared enthusiasm and care about our successes?			
5. How can you improve some of our office inefficiencies/ problems?			
6. Did the vendor offer options and solutions to our problems?			
7. Overall feeling?			
Additional Comments:			

APPENDIX B

Michigan Primary Care Consortium

APPEXDIX B – Practice Assessment for EHR Acquisition

Assessment: Demographics and Implementation of Electronic Health Records

Clinic: _____ Acumentra Health Consultant (if appropriate): _____

Date of Completion: _____ / _____ / _____

Assessment Completed By: _____ Title: _____ Phone: _____

Clinic Medical Director: _____ Email: _____

Clinic Executive Director: _____ Email: _____

Clinic Office Manager: _____ Email: _____

Clinic Phone Number: _____ Clinic Fax Number: _____ Clinic UPIN: _____

Clinic Address: _____

Physical Champion who will Lead your EHR Effort: _____

Physician Participates:

Name: _____ UPIN: _____ Name: _____ UPIN: _____

Name: _____ UPIN: _____ Name: _____ UPIN: _____

Answer all questions from the perspective of the entire patient population.

Patient Population	
1. Estimated number of active patients _____	2. Average number of patient visits per day for entire clinic _____ % Medicare FFS _____ % Managed care _____ % Commercial _____
3. Average number of patient visits per day per provider _____	4. Estimated percentage of patients with chronic disease(s) _____

5. Are there any unique characteristics about the patients seen in your clinic? (Example: large % obstetrical patients, x % are ESL patients, etc.) _____ _____ _____	
Practice Environment (please supply a floor plan of your facility if available)	
1. Number of exam rooms _____	2. Number of treatment / procedure rooms _____
3. Number of exam rooms per provider _____	
Staff Characteristics (please indicate total number of FTEs and number of people)	
1. Physicians FTEs _____ Number _____	2. Which specialists are represented, and how many physicians in each? Primary care internists _____ Family physicians _____ Other _____
3. Nurses FTEs _____ Number _____	4. Mid-level professionals (NP, PA) FTEs _____ Number _____
5. Total number of mid-level professionals by category Nurse practitioners _____ Physician assistants _____ Other (e.g. nurse specialists, pharmacists) _____	6. Medical assistants FTEs _____ Number _____
7. Medical records staff FTEs _____ Number _____	8. Reception staff FTEs _____ Number _____
9. Who supports it? In house staff _____ External IT support _____	10. In-house IT staff (if applicable) Name _____ Main job description _____ Number of hours _____ Other arrangement _____

11. External IT support (if applicable)

Do you use a company? _____ An individual? _____

Company name _____

Service arrangement (# hours or specific services)

_____

_____

12. Other staff positions (please enter all that apply)

Administration FTEs _____ Number _____

Medical records FTEs _____ Number _____

Billing FTEs _____ Number _____

Transcription FTEs _____ Number _____

Insurance FTEs _____ Number _____

Laboratory FTEs _____ Number _____

X-ray FTEs _____ Number _____

Phyical therapy FTEs _____ Number _____

Other FTEs _____ Number _____

13. Do you routinely have residents?

Yes _____ No _____

If yes, in average how many at a time? _____

How often? _____

14. Do you conduct staff meeting (meetings of doctors + other clinical staff + support staff + administration)?

Yes _____ No _____

If yes, Weekly _____ Bi-monthly _____ Monthly _____

Other (please specify) _____

Other (please specify) _____

15. If yes to #14, what are some of the discussion topics? (check all that apply)

_____ Workflow _____ Revised procedures

_____ Patient satisfaction _____ Customer Service

_____ Interesting media cases _____ Chronic disease

_____ Other _____

Clinic Work Flow and Work Volumes

1. Patients seen without the medical chart

Number of patients _____

Percentage of patients _____

2. How much time is spent daily on inefficient tasks? (estimate in minutes or percentage of time for each category)

By administration _____

By clinical staff _____

3. Telephone calls to patients per day

Number of calls initiated per day _____

Percentage that require chart pull _____

4. Telephone calls to patients per day by MD / NP / PA

Number of calls initiated by MD / NP / PA _____

Percentage that require chart pull _____

5. Telephone calls to patients per day by nursing staff

Number of calls initiated by nurses _____

Percentage that requires pull chart _____

6. Workflow issues that cause the greatest problems in your office (check all that apply)

_____ Medical records unavailable

_____ Chart chasing

_____ Unable to stay on office schedule

_____ Phone / fax processing

_____ Poor legibility of medical records

_____ Results tracking (e.g., lab)

_____ Patients unable to access provider

_____ Patient satisfaction

_____ Medication refills

_____ Patient wait

_____ Inefficient use of resources

_____ Timely referrals

_____ Other _____

7. What workflow and / or staffing solutions have you implemented or considered? (check all that apply)

_____ Hired a practice management consultant

_____ Outsourced billing

_____ Hired additional clinicians (e.g. NP, PA)

_____ Changed workflow

_____ Reorganized supplies in exam room / office

_____ Automated phone

_____ Implemented patient tracking system service

_____ Changed staffing to address phone triage

_____ Other _____

Ancillary Services and Systems: Pharmacy, Radiology, Laboratory Services, Practice Management

1. Average number of laboratory orders per day _____

2. Do you order laboratory tests using electronic laboratory system?

Yes _____ No _____

If yes, which system? _____

3. Thinking about how your practice receives lab reports estimate the percentage received by each of the following methods. _____ Electronic _____ Hard copies _____ Fax _____ Other	4. On average, how many calls each week do you or your staff make to the lab about lab reports? _____ None _____ 5 - 10 _____ Less than 5 _____ Greater than 10
5. Do you have an electronic radiology system? Yes _____ No _____ If yes, which system? _____	6. Average number of radiology orders per day? _____ None _____ 30 - 39 _____ Less than 10 _____ 40 - 49 _____ 10 - 29 _____ 50 - 59 _____ 20 - 29 _____ Greater than 59
7. Do you order prescriptions using an electronic pharmacy system? Yes _____ No _____ If yes, which system? _____	8. Average number of new (non-refill) prescriptions per day _____ None _____ 30 - 39 _____ Less than 10 _____ 40 - 49 _____ 10 - 29 _____ 50 - 59 _____ 20 - 29 _____ Greater than 59
9. Average number of REFILLS per day for the entire clinic _____ None _____ 30 - 39 _____ Less than 10 _____ 40 - 49 _____ 10 - 29 _____ 50 - 59 _____ 20 - 29 _____ Greater than 59	10. Average number of REWRITTEN prescriptions per day (e.g. for change of pharmacy or drug coverage) _____ None _____ 30 - 39 _____ Less than 10 _____ 40 - 49 _____ 10 - 29 _____ 50 - 59 _____ 20 - 29 _____ Greater than 59
11. Average number of follow-up calls or faxes your clinic receives each week for prescription issues _____ None _____ 30 - 39 _____ Less than 10 _____ 40 - 49 _____ 10 - 29 _____ 50 - 59 _____ 20 - 29 _____ Greater than 59	12. To what extent are any of the above order and / or results automated through an interface? _____ _____

13. What is your biggest challenge with pharmacy services? Laboratory services? Radiology services?

Pharmacy

_____

Radiology

_____

Laboratory

_____

14. Does your practice use an electric registration, scheduling, and / or billing system?

Electronic patient registration Yes _____ No _____

If yes, which system? _____

Electronic scheduling Yes _____ No _____

If yes, which system? _____

Electronic system Yes _____ No _____

If yes, which system? _____

Which systems interface with an EHR?

____ Registration _____ Scheduling _____ Billing

15. If you <u>do not have an electonic billing system</u>, what is your current method of billing?

_____

_____

Average claims turnaround time from submission to payment

_____

Average time from billing to payment _____

Medical Records and Chart Pulls

1. What is the average time it takes to pull a chart?

_____

2. Who pulls the charts?

_____

3. What is the process for locating a lost or misplaced chart?

_____

_____

_____

4. Average number of calls from others (e.g. other physicians, pharmacists, insurers) per day requiring a chart pull

_____ None _____ 30 - 39

_____ Less than 10 _____ 40 - 49

_____ 10 - 29 _____ 50 - 59

_____ 20 - 29 _____ Greater than 59

5. Do you employ or contract for a transcription service?

_____ Yes _____ No

If yes, what is the average turn-around time for a dictation to be translated?

_____

If yes, what are your monthly transcription costs?

_____

Do you have problems or concerns around coding?

_____

6. What are other reasons (aside from above) that cause a chart to be pulled?

_____

_____

_____

_____

_____

_____

Referrals

1. On average, how many referrals are made to a speicalist eack week?

_____

2. How does the referral process work in your clinic?

_____

_____

3. What types of manual referrals logs, if any, are maintained by the clinic?

_____

_____

Reports

1. Do you currently create reports or use a registry method to manage patients with similar conditions?

Yes ____ No _____

If yes, what is the source of information?

_____

_____

If yes, what do you do with the data?

_____

_____

2. Do you generate key clinical reports to help providers manage their practice?

Yes ____ No _____

Describe the type of clinical reports

_____

_____

_____

What is the source of information? _____

_____

_____

3. What reports would you like to see generated from an EHR?

_____

_____

_____

Business Plans

1. Are there any plans for significant change with the clinic in the next few years (e.g., growth, new providers or specialty, anyone retiring soon, new affiliations, moves)

   Yes _____ No _____

   If yes, what are they? _____

   _____

2. Is there any other information you feel the Acumentra Health team should know about your clinic operation to help inform EHR planning, implementation, and optimization?

   _____

   _____

   _____

Electronic Challenges

1. Have you explored any EHR systems?

   Yes _____ No _____

   If yes, how have you gone about it? (Check all that apply)

   _____ Read an article in peer reviewed journal

   _____ Read an article in a trade or medical magazine

   _____ Attended vendor demonstration(s)

   _____ Completed an online vendor return on investment

   _____ Talked to a colleague who uses an EHR

   _____ Visited colleagues' practice to see EHR they use

   _____ Other _____

2. Do you want assistance in selecting an EHR?

   Yes _____ No _____

   What is your greatest need? _____

   _____

   _____

   _____

3. Do you want assistance in implementing an EHR?

   Yes _____ No _____

   What is your greatest need? _____

   _____

   _____

4. Do you want assistance in optimizing the EHR once it is in place?

   Yes _____ No _____

   What is your greatest need? _____

   _____

   _____

5. What are the reasons you have not implemented an EHR?
   Please prioritize in order, using "1" for the most important and "10" for the least important.

   _____ Financial constraints

   _____ Vendor support was inadequate

   _____ Could not find a viable, stable vendor

   _____ Could not see spending additional hours at the office each day

   _____ Do not know where to begin

   _____ Unable to gain partner commitment

   _____ Initial data entry is too labor intensive

   _____ Could not find software that worked for practice

   _____ Found it difficult to select an EHR system

   _____ Other _____

This material was prepared by Acumentra Health, Oregon's Medicare Quality Improvement Organization, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy.

8SOW-OR-DOQIT-05-02
9/2/05

APPENDIX C

APPENDIX C – Computer Knowledge Evaluation Form

Computer Knowledge Evaluation Tool for Physician Staff

Technological Skill	Yes	No	Unsure
File Management – I can / am able to:			
Create and rename a folder			
Move file(s) from one folder to another			
Save and delete a file			
Find a file using Windows Explorer			
Zip and unzip a file			
Empty the recycle bin and retrieve a deleted file from the bin if necessary			
Operations – I can / am able to:			
Use the task and tool bars			
Right click the mouse to bring up special menus			
Access computer functions through the 'start' button			
Shut down the computer using the 'start' button			
Reboot using the 'shutdown' function on the start button			
Minimize, restore, and / or resize a program's window			
Create a shortcut to a program to the desktop			
Printing Basics – I can / am able to:			
Set up a page in portrait or landscape form and use the header and footer function			
Use print preview and send a document to the printer			
Pause or delete a print job			
Change the printer from printer settings			
Set a default printer			
Email fundamentals – I can / am able to:			
Check mail, compose mail, and send a new message			
Send an attachment			
Set up mailboxes			
Forward mail to someone			
Set up an address book and send email to more than one address simultaneously			

Technological Skill	Yes	No	Unsure
Word Processing Functions – I can / am able to:			
Create and save a new document			
Save a document to a different drive			
Save a document as a different file type			
Check spelling and grammar in a document			
Internet Use – I can / am able to:			
Use and change search engines and search using keywords			
Print the screen			
Save an image to file, download, and save a file			
Reload a page			

Reference: Duvel, C. & Pate, S. (2003). Computer knowledge: Report from a Student Self Evaluation. *Journal of Industrial Technology*, 20(1), 1-16.